

Troubleshooting NVivo

How do I resolve one of these error messages – ‘Database component failure’ OR ‘Database component did not respond in the expected time. Unable to start service’ OR ‘Database component failed to initialize’?

Installing NVivo | 2 October 2012

Windows XP

You will need to have full administrative privileges on the computer to perform these steps. Please contact your system administrator if the computer is in a corporate environment.

1. Click **Start -> Settings -> Control Panel**
2. Double click **Administrative Tools**.
3. Double click **Services**.
4. Double click **SQL Server (QSRNVIVO9 or QSRNVIVO10)**.
5. On the **General** tab, make sure the **Service status** is **Stopped**. If the **Service status** is listed as **Started**, press the **Stop** button and wait for the service to stop.
6. Ensure that you have the **Startup type** as **Automatic**.
7. Click on the **Log On** tab.
8. For the **Log on as:** option, select the **Local System Account** radio button. (This step may not be required for NVivo 10 users.)
9. Press **OK**.
10. You now need to rename the old system database files:
 - a. Click on **Tools** from the menu bar.
 - b. Select **Folder Options**.
 - c. Click on the **View Tab**.
 - d. Locate the heading **Hidden files and folders** and ensure that **Show hidden files and folders** is selected.
 - e. Click on **Apply** and select **Yes** if a warning message is displayed.
 - f. Click on **OK**.
 - g. Click on **Start -> My Computer**.

- h. Go to **C:\Documents and Settings\[your username]\Local Settings\Application Data\Microsoft\Microsoft SQL Server Data** (if you are unable to locate this folder please move on to **Step 11**)
 - i. Rename the appropriate folder based on your version of NVivo:
 - For NVivo 10: Rename **QSRNVIVO10** folder to **QSRNVIVO10 - old**.
 - For NVivo 9: Rename **QSRNVIVO9** folder to **QSRNVIVO9 - old**.
11. Restart your computer.
12. Launch NVivo and open a project (in this instance only, it will take longer than normal) to ensure the issue has been resolved.

Still experiencing problems?

If the above steps still have not resolved the issue, please email us at support@qsrinternational.com and attach the following information to your email for further investigation:

1. NVivo error logs that have been generated by the software. NVivo error logs are usually located in your 'Documents' folder and are named like `err<date>T<time>.log`. Please locate any of these files and attach to your reply.
2. Locate the **Log** file at the following location:

C:\Program Files\Microsoft SQL Server\100\Setup Bootstrap

Note: If you are unable to find the Log folder in the above location, please look for the folder in the following location:

C:\Program Files (x86)\Microsoft SQL Server\100\Setup Bootstrap

Zip up the **Log** folder (right mouse click on **Log**, select **Send To -> Compressed (Zipped) folder**) and attach the folder **LOG.zip** to your email.
3. We require some information about your computer:
 - a. Open the **Start** menu and in the Run search box type `MSINFO32` and press the **Enter** key. The 'System Information' page will be displayed.
 - b. Go to **File -> Save** and save the file to your desktop as **Info.nfo** and attach it to your email.
4. Please also include screenshots of any error messages you may be receiving by pressing Alt + Print Screen (PrtScn on some keyboards), copy it into a Word or WordPad document and then attach the document to your email.